

Shop Talk

Conference Guide



May 17-19, 2006 • Volume 11, No. 1

Keynote speakers set the stage

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Greetings conference friends!

Welcome aboard! You're about to embark on a memorable experience. We invite you to take full advantage of the top-flight networking and training opportunities presented to you during the conference.

Typically, when a person signs up for training he or she might expect slow-paced lectures that inevitably drain a person's energy. The Energy/Facilities Connections 2006 conference brings public facilities professionals high-end and relevant training, while being entertaining and interesting to make the experience enjoyable and memorable.

Imagine taking a class on emergency preparedness where you're able to interact with the presenters, or discussing the issues that are most pressing to you with other professionals around the Northwest during a hot-button facilities roundtable. Every component of this conference is a result of direct feedback from last year's conference attendees with the intent on creating an intense training event that best serves you.

Talk about energy! We've even got a marching band and other instrumental and vocalist performances for you to look forward to over the next couple of days.

And, Tuck Wilson will do an encore vocal and guitar performance during Thursday's networking session sponsored by the International Facilities Managers Association (IFMA).

Captivating keynote speakers? Just wait.

Owen Pruden, president of support services group, will nail the controversial topic of outsourcing and how to prepare for it. This presentation is a definite *must* to relieve whatever stress you might have as outsourcing becomes more and more of an issue in the public sector.

John Chapman, associate vice president of facilities at the University of Washington, is bringing you the insight and know-how that went into creating and maintaining a green buildings environment at the UW, including resource conservation of various types.

William "Bill" Moore, former director of GA's Division of Capitol Facilities, brings his experience and operational savvy to the conference for the benefit of participants. He notes that "the best way to learn about the principles of leadership is by studying other successful leaders," and that one of the greatest, overlooked leaders was, "Dorothy in the Wizard of Oz."

Join us as we lead you down the yellow-brick roads of facilities and energy with a side trip to custodial arenas.



Owen Pruden

Don't forget to join us for a no-host networking session on May 17 at 5:00 to 7:00 p.m. at the Grand Apple South room in the conference center. Meet your colleagues, make new personal and professional contacts, and listen to some great music in a relaxed environment. Welcome to the Energy /Facilities Connections 2006. Your participation makes this event so special and useful.



John Chapman



Bill Moore

Conference Agenda

Wednesday, May 17, 2006 (Day One)



7:00 - 8:00	Registration with breakfast and Wenatchee School District String Quartet	Grand Apple South Room
8:00	Colors posted by Wenatchee American Legion Post 10 Honor Guard	
8:05 - 8:15	Welcome by Wenatchee Mayor Dennis Johnson	Grand Apple South Room
8:15 - 8:30	Introduction by Linda Villegas Bremer, Director of General Administration	Orchard Exhibit Hall
8:30 - 8:45	Keynote Speaker: Owen Pruden, president of Support Services Group, LLC	

After the opening session, you may follow one track start to finish, or pick individual sessions from each that interest you.

Breakout Sessions	Track A: Energy	Track B: Facilities
Break Time 8:45 - 9:00		
Session 1 9:00 - 10:20	The Latest in Energy Efficiency Technology (Orchard Room North)	Hot Button Topics in Facilities Maintenance (Orchard Room South)
Break Time 10:20 - 10:35		
Session 2 10:35 - 11:55	Building Commissioning (Orchard Room North)	Emergency Operations Center: The Critical Tool for Incident Management (Orchard Room South)
Lunch Noon - 1:20	Keynote Speaker: John Chapman, Vice President of Facilities Services, UW Keynote Presentation Title: <i>"Integrating Green into Facilities Operations and Maintenance"</i> Performance by the Wenatchee High School Marching Band	Grand Apple South Parking Lot
Break Time 1:20 - 1:30		
Session 3 1:30 - 2:50	New Lighting Technologies (Orchard Room North)	Facilities Outsourcing: What the contract companies are telling your boss about the benefits of outsourcing (Orchard Room South)
Break Time 2:50 - 3:00		
Session 4 3:00 - 4:20	Solar Power (Orchard Room North)	Computerized Maintenance Management Systems (Orchard Room South)

Please join us for a no-host networking session and entertainment at 5:00 - 7:00 p.m. in the Grand Apple South room.

Energy/Facilities Tour

Friday May 19th, 2006, 8:30 a.m. - 12:00 p.m.

This insightful tour will be led by Jim White, PE at Chelan County PUD. It starts at 9:00 on Friday, May 19th with a visual tour of the 10,000 watt solar power array mounted on the Bank of America Performing Arts Center, which is adjacent to Wenatchee Convention Center. Next, board a bus to venture to numerous schools in Chelan County to closely examine some of their solar installations. Participants of this tour will learn how solar power is generated, how the systems connect into the facility's electrical system, what the maintenance issues accompany implementation of solar power, how to combat vandalism, and the economics of solar power installations. Finally, participants will travel to the Rocky Reach Dam. There will be a tour of the fish by-pass system, fish ladders, and overall operations of the dam.

Conference Agenda

Thursday, May 18, 2006 (Day Two)



7:30 - Breakfast Grand Apple South Room
 7:45 - 8:00 Performance by the Wenatchee School District HyTones Grand Apple South Room

Breakout Sessions	Track A: Energy (Orchard Room North)	Track B: Facilities
Session 1 9:00 - 10:20	Resource Conservation Managers (Orchard Room North)	Facilities Manager Case Studies (Orchard Room South)
Break Time 10:20 - 10:35		
Session 2 10:35 - 11:55	Leadership in Energy and Environmental Design (LEED) Training (Orchard Room North)	Facilities Succession: Aligning the Facilities Manager with the Business Continuity Plan (Orchard Room South)
Break Time 11:55 - 12:00		
Lunch Noon - 12:15	Foothills Middle School Jazz Band	Grand Apple South Room
12:15 - 1:20	Keynote Speaker: William "Bill" Moore, former Director of WA state Capitol Campus Keynote Presentation Title: <i>"Leadership Challenges in Facilities Management"</i>	
Session 3 1:30 - 2:50	Water Conservation: Good to the Last Drop (Orchard Room North)	Value-Laden Maintenance and Knowledge Management (Orchard Room South)
Break Time 2:50 - 3:00		
Session 4 3:00 - 4:20	Energy Performance Contracting (Orchard Room North)	LEED or Get Out of the Way: Sustainability Leadership for Facilities Managers (Orchard Room South)

Friday, May 19, 2006 (Day Three)

8:00 - 8:15 Introduction (Breakfast on your own)

Breakout Sessions	Track C: Custodial	Track D: Energy/Facilities Tour
8:15 - 8:45	"It's Time"...and it's the right thing to do (Fuji Room 3 & 4)	<p>Let Jim White, P.E., Chelan County PUD, guide you on a detailed tour through the Convention Center's solar operation as well as several local schools and a college that have won LEED awards to enhance your knowledge and insights on renewable energy.</p> <p>Bus will arrive at 8:30 a.m. in the parking lot and return by 12:00 p.m. Please be prompt if you plan on taking the tour, as bus space is limited to first-come, first-served. If you do not make the bus, or the seats are already filled, you will be asked to drive or car pool.</p>
8:45 - 9:15	"It's Time"...to structure a measurable, predictable and effective cleaning (Fuji Room 3 & 4)	
9:15 - 9:45	Next Generation Carpet Cleaning (Fuji Room 3 & 4)	
Break Time 9:45 - 10:00		
10:00 - 10:30	"It's Time"...to structure a measurable, predictable, and effective cleaning (Fuji Room 3 & 4)	
10:30 - 11:00	"It's Time"...to understand and improve your pre-pandemic position. Do you have a plan? (Fuji Room 3 & 4)	
11:00 - 11:30	"It's Time"...to change the future of cleaning in Washington and we want you to help (Fuji Room 3 & 4)	
11:30 - 12:00	Question and Answer Session (Fuji Room 3 & 4)	

Track A: Energy

The Latest in Energy Efficiency Technologies

Speaker(s): Tom Lienhard

New and Re-packaged Technologies for the Energy Efficient Facility - Experience emerging technologies for energy savings that work. Find out the strategic advantages of new technologies in your institution or facility. Learn to redefine your need, prior to purchasing the first available lowest cost solution. If you haven't been able, or allowed to become energy efficient, you may find you can leapfrog to the front of the pack.

Building Commissioning

Speaker(s): Pete Keithly and Karl Stum

Assess the need and develop an appropriate scope-of-work description for effective retro-commissioning procedures. The first portion of the presentation will discuss his firm's favored approach to the retro-commissioning process and will also detail techniques that building owners and operators can use to quickly determine if a particular building might be an appropriate candidate for the application of retro-commissioning procedures. The second portion of the session will focus on retrocommissioning diagnostic methods and typical findings coming out of the process. Trend logs, dataloggers, program code review and active functional testing will be discussed. Actual findings will be covered with the diagnostic method used in their identification.

New Lighting Technologies

Speaker(s): Michael Lane

In recent years there has been an explosion in the number and variety of linear fluorescent including standard T8, energy saving T8, high-performance T8, T5 & T5HO lamps along with HID lamps in standard probe start, pulse start and ceramic metal halide. There is now a "energy saving" electronic ballasts for T8 lamps that is 7 to 15% more efficient than standard electronic ballasts. Occupancy sensors have matured while daylight controls have evolved. This class will address the pro's and con's of these emerging technologies and current/future trends in lighting.

Solar Power

Speaker(s): Mike Nelson

Learning about solar energy is a trial and error process. In order to succeed, you typically have to go through a period of failure. However, this session can help you get off on the right foot. Let Mike Nelson share with you his lessons learned the hard way while becoming "his own utility." Check out this session so that you don't repeat mistakes others have already made.

Resource Conservation Managers (RCM)

Speaker(s): Ray Burton, John Bingham and Bill Younger

One very successful tool for Resource Conservation Management is not a piece of hardware or software - it is a person. Learn how a Resource Conservation Manager can target and achieve resource and budget savings for your organization.

Leadership in Energy and Environmental Design (LEED)

Speaker(s): Tom Nelson

Design and construct buildings that use less energy and water, reduce impact on the local and global environment, and provide healthy places to work and learn. Learn about US Green Buildings Council's LEED green building rating system and the Washington Sustainable Schools Protocol, including funding, process, and available incentives. Case studies demonstrating Green Building attributes in schools and state buildings will also be presented.

Good to the Last Drop: Proven Opportunities for Water Conservation

Speaker(s): Michael Laurie

This session will explore water conservation opportunities inside the building and on the grounds. Learn proven strategies to dramatically reduce water and sewer consumption and cost. Participants will leave the session with an understanding of water conservation measures they can put to work in their own facilities as well as tools for making the business case for water efficiency improvements to executive management. The program will address leaks, meters, toilets and urinals, kitchen and laundry equipment, improved cooling tower and boiler operation practices, and landscape practices and retrofit options.

Selling Management on the Benefits of Energy/Performance Contracting

Speaker(s): Robert Johnson

If energy savings does not sell your project to your management, what does? Use Energy Savings Performance Contracting to package all of the benefits.

Track B: Facilities

Hot Button Topics in Facilities Maintenance

Speaker(s): Andy Golay, George Bryant and Eric Shawn

This interactive session will include Andy Golay, facilities director of Oregon Youth Authority, addressing the vexing issues surrounding conversion of a central steam plant to more energy-efficient, natural gas package units; George Bryant, facilities director of Vancouver School District, explaining how and why they chose the custodial system now performing so successfully; and Eric Shawn, facilities director of Portland's Caitlin-Gabel School, providing a "strategy for developing a no-cut facilities budget."

Emergency Operations Center: The Critical Tool for Incident Management

Speaker(s): Andrew Hendrickson, Paul McNeil, Ken Parrish, Phil Person

A key component of the federally mandated National Incident Management System is the Emergency Operation Center, or EOC. The EOC represents the physical location at which the coordination of information and resources to support incident management activities normally take place, and is critical to effective control and management of disaster response and recovery actions. This session will enhance the facilities managers' EOC knowledge and will provide insight on how to create and manage an EOC to support your organization. The presenter is none other than Lt. Col. Phil Person and a team of professionals from Washington state Emergency Management Division and Pierce County

Facilities Outsourcing: What the Contract Companies are telling your boss about the benefits of outsourcing

Speaker(s): Owen Pruden

Support Service Group, LLC is one of the premier outsourcing consulting firms in North America. Owen Pruden, President, will be discussing the what, why, when, who and how questions of outsourcing. What? A discussion of the services that lend themselves to outsourcing. Why? The reasons that institutions consider outsourcing facilities services. When? What typically triggers an institution to seriously consider outsourcing their facilities operations? Who? The national, regional, and local outsourcing companies with their respective strengths will be discussed. How? If an institution wishes to consider outsourcing, what is the best process to determine the feasibility?"

Computerized Maintenance Management Systems: Useful Tools or Boat Anchors?

Speaker(s): Larry Dittloff and Ron Moorehead

Roll up your sleeves and hear the down and dirty of selecting, implementing and maximizing a successful computerized maintenance management system in public facilities. Learn how WS DOT has installed and implemented a statewide Archibus FM Studio suite.

Facilities Manager Case Studies

Speaker(s): Stan Ratcliff and Ed Valbert

Hear how facility managers have successfully resolved a number of issues through a case study presentation approach. Stan Ratcliff is Director of Services for the Grays Harbor Development Authority and has developed a wonderful facilities portfolio. Learn how the Authority has attracted new tenants and the benefits organizations discover locating to what was once a nuclear power plant site. Ed Valbert, project manager for Washington state's Department of Social and Health Services Capital Projects Office, addresses the challenges associated with improving aging institutional infrastructure in a fiscally-restrained climate.

Facilities Succession: Aligning the Facilities Manager with the Business Continuity Plan

Speaker(s): Hal Thomas and Dan Brown

From the facility manager's point of view, learn how you can build a rock-solid program that will keep your organization in "business." Dan Brown, Director of Customer Operations for General Services Administration will share the Fed's perspective; while Hal Thomas, Director of Public Works for the City of Walla Walla, will present a municipal approach.

Value-Laden Maintenance and Knowledge Management

Speaker(s): Doug Raines and Denise Hayes

Enhance your operations by learning a technique to improve the value of your products and services. Knowledge Management is an emerging concept that is still a mystery to most facility managers, but this session will give participants a basic understanding and what it can do for a facilities organization.

LEED or Get Out of the Way: Sustainability Leadership for Facilities Managers

Speaker(s): William "Bill" Moore and Stu Simpson

Facility managers are increasingly expected to play leadership roles in the implementation of sustainability strategies. Key opportunities of energy/materials cost savings and human productivity gains are partially or fully under facility manager control. Participants will learn about whole-systems sustainability leadership strategies and techniques validated by two seasoned professionals: William (Bill) Moore, former director of the Washington state Capitol Campus; and Stuart Simpson, sustainability coordinator for Washington state.

Department of General Administration's Energy Program Services

The Department of General Administration's Energy Program has been providing services to public sector clients for more than 25 years. Energy engineers with the program have managed \$150 million in energy efficiency projects using an innovative approach that uses energy savings to pay for energy efficiency upgrades. Energy savings performance contracting, or ESPC as it is commonly referred to, is being used by state agencies, K-12 schools, colleges and universities, and municipalities to drastically reduce their utility costs. More data about the ESPC program and other Energy Program services are provided below.



ESPC

Energy Saving Performance Contracting is the most cost effective method for completing building energy upgrades. It is a means to use utility savings to pay for all project costs and is a partnership of the owner, the ESCO (Energy Service Company) and the GA Energy Team.

ESCO's provide guarantees of project cost, energy savings, and equipment performance.

Typical projects include energy management systems, interior and exterior lighting, boiler replacements, repair of steam distribution systems, high efficiency HVAC systems, LED traffic systems, wastewater treatment plant pumps and motors, and swimming pool modifications.

Visit us on the web at:
<http://www.ga.wa.gov/EAS/epc/espc.htm>



ELCCA Services

The ELCCA encourages energy efficiency in new construction by evaluating the total cost of ownership of several competing design alternatives. GA supports this goal by publishing ELCCA guidelines, identifying and encouraging the consideration of cost-effective building technologies and by providing assistance in the development and review of ELCCA reports.

The 2005 version of the Guidelines seek to have public buildings consider the attainment of a high level of energy performance, requiring the analysis of a design that attains at least four LEED points in the Optimize Energy Performance Category.

For more information and to obtain guidelines, visit the web:
<http://www.ga.wa.gov/EAS/elcca/home.html>



Building Commissioning

Have you ever experienced these problems in your facilities?

- Poor indoor air quality
- High energy costs
- High O&M costs
- Difficulty maintaining comfortable temperatures
- High number of deficiencies in newly constructed buildings

Chances are commissioning could have prevented many of them. Everyday more building owners are turning to commissioning. Through Building Commissioning, owners are assured that their buildings are built right the first time, and their systems perform in accordance with the design intent and the occupants' operational needs.

Visit us on the web at
<http://www.ga.wa.gov/EAS/elcca/home.html>



Sustainable Design and Construction

"Green Building", is a holistic approach that minimizes environmental impact, reduces maintenance, and creates a more desirable workspace for the occupants. The goal is to transform the market of public funded construction, so that all projects will be designed and constructed reflecting Green Building principles.

Visit us on the web at
<http://www.newbuildings.org/pier/index.html>

Construction Waste Management

The utilization of Construction Waste Management techniques emphasizes salvage, recycle, and reuse of materials.

For more information and to obtain guidelines, visit the web:
<http://www.ga.wa.gov/EAS/green/index.html>

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Department of General Administration's Plant Operations Support Consortium

Collaborative facilities management is a way of life

The Plant Operations Support (POS) program recently turned 10-years old and is still going strong. The self-sustaining, award-winning program provides technical and consultative assistance to state and local governments on matters affecting the physical plant and facilities maintenance. The POS Consortium — as it tends to be called — was first piloted in 1996 and signed into Washington state law by Governor Gary Locke in 1997. POS staff are located in Olympia, Washington, but are seasoned travelers as they respond to member on-site needs in and around Washington state.

Program offerings include response to requests for assistance, consultation, research and comparison studies, on-site assessments, clearinghouse functions, professional development, equipment locating and material brokering. Members pay an annual or biennial fee for membership and additional service fees for professional services. Most members realize more than a one-to-three ratio of program fee to returned benefit. The program has been operating successfully for more than 10 years and recognized by a myriad of international, national and state awards for innovation, quality improvement and customer service excellence.

The POS program provides leadership in public works and facility maintenance operations arenas with new technology and processes. The program is ideally suited for outreach and partnering arrangements with other public agencies, school districts, colleagues, universities, municipalities, ports, and utility/library districts. Even British Columbia and Alaska have been long-time Consortium members. POS staff, in cooperation with members, provides best practices, research, lessons-learned and operational solutions to vexing problems affecting public facilities managers.

POS is jointly sponsoring the Energy-Facilities Connection conference as a component of the Consortium's professional development goals. If you are not a member, why not speak to a POS staffer during the conference and find out how the Consortium can benefit your organization?

Find out how Consortium members avoided more than \$30 million in costs since 1996. We'll tailor the program to your needs. Why re-invent the wheel? Call us (360) 902-7257, e-mail plantop@ga.wa.gov, or visit our website www.ga.wa.gov/plant.



Track C: Custodial

“It’s Time”and it’s the Right Thing to Do

With the emergence of LEED and an interest in green cleaning, along with GMAP (Government, Management, Accountability and Performance) understanding costs and measuring and capturing data, we in the cleaning industry are facing new and unique opportunities to shape the professional development of cleaning programs in our state. This session will present information on the necessary elements of an effective program and how you can bring your cleaning program out of the dark ages and into the future.

“It’s Time”to structure a measurable, predictable and effective cleaning

The ‘how to’s’ of setting up a new cleaning program. Real answers to custodial questions.

Next Generation Carpet Cleaning

How to make your carpet cleaning program truly effective. Get results that will have your customer singing your praises.

“It’s Time” to stop apologizing for having an In-House Cleaning Program

Having an in-house cleaning organization presents unique benefits for the state that you may not have previously considered. This session will present cutting edge ideas for how in-house cleaning program managers can expand their value and obtain additional resources in the process.

It’s Time”..... To Understand and Improve Your Pre-pandemic Position. Do you have a plan?

The World Health Organization reports that a pandemic event is not a question of if, but of when. As our current situation continues to evolve towards a pandemic event, we have opportunities and responsibilities to intervene. During this pre-pandemic period, our primary opportunities are to reduce the potential for human infection and to improve the early warning system. This session will discuss what you should be doing now and how you should begin to prepare for a major event.

‘It’s Time.....to Change the Future of Cleaning in Washington....and we want you to help

Panel Discussion and Feedback on changing the face of cleaning in our state.

Question and Answer Session

Things to do in Wenatchee...

- Minutes away from **golfing** at Highlander Golf Club, Desert Canyon, and many others.
- Access to the **River Walk Crossing**, connecting the hotel and convention center to River Front Park and the Apple Capitol Loop Trail.
- Nearby shopping in historical downtown Wenatchee and “Art on the Avenue.”
- Visit the beautiful **Ohme Gardens**, just minutes away. Call (509)662-5785 for more information.
- Take the **Liberty Orchards** factory tour to learn how they make Wenatchee’s famous Aplets and Cot-lets. 1-800-888-5696
- Visit the **Leavenworth Fish Hatchery**. Call (509) 548-7641 for more information.

